



for Microsoft

Upgrade Manual
OnTime® for Microsoft version 6.3.x

Revision 5

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OnTime® for Microsoft

Upgrade Manual

The main audience for this manual is Microsoft administrators with proper experience in Windows Server and Exchange on-premise or Microsoft 365 administration. We expect that the reader of this manual is no stranger to the Microsoft environment.

Table of Contents

Upgrade OnTime for Microsoft.....	3
SSL considerations	3
ADFS considerations	3
Catering considerations	3
Tomcat server.....	3
Upgrade process	4
Quick upgrade (Local SQL Server)	5
<i>Verify OnTime After Upgrade (Local SQL Server)</i>	7
Custom Upgrade (External SQL Server)	8
<i>Upgrade OnTime database</i>	10
<i>Polarity</i>	11
<i>Catering</i>	12
<i>Visitor</i>	12
<i>Verify OnTime After Upgrade (External SQL Server)</i>	14
OnTime Admin Centre	15
Database Setup	15
SSL certificates for the OnTime Tomcat Server	16
SSL certificates for the OnTime Auth Service	19
Pick up the new version of OnTime.....	21
Domain considerations	22
Microsoft 365 configuration, Authentication.....	23
Roll back.....	24
Final test.....	25
<i>OnTime Client Web Desktop</i>	25
<i>OnTime Client Web Mobile</i>	25

Upgrade OnTime for Microsoft

SSL considerations

If your current OnTime server is configured for SSL, a certificate is required for your Tomcat server.

Note: Self-signed OnTime server certificates are not supported.

The process of generating certificate files for the Tomcat server is described in the section [**SSL certificates for the OnTime Tomcat Server**](#).

Note: If you have configured a reverse proxy server for external access, review the current version of 'Installation & Configuration Guide OnTime® for Microsoft'.

The authentication method 'HTTP(S) Domain (SSO)' is not supported through a reverse proxy server.

ADFS considerations

If your OnTime Authentication method is ADFS, review the setup in the current version of 'Installation & Configuration Guide OnTime® for Microsoft'.

Catering considerations

If you have 'Catering Manager', check all 'Menu Items' with serving, as serving has been split into rooms and locations.

Flyway database tool

An OnTime tool called 'otdbupdate.cmd' is used to install and update databases. This tool is powered by the 'open source' tool 'Flyway'.

Tomcat server

In the OnTime for Microsoft version 6.3 the Tomcat server is version 10.1.48

Upgrade process

Upgrade of OnTime from earlier versions preserves users and admin settings. The upgrade is possible from the versions OnTime MS 1.1.x and newer.

The main tasks necessary to do to upgrade an OnTime for MS installation from a previous release:

Upgrade the OnTime Windows services and 'Apache Tomcat for OnTime'

Upgrade the OnTime database; this upgrade process is dependent on your installation of the SQL server, quick or custom upgrade.

The 'quick upgrade' is with an SQL Server installed on the same server as the rest of the OnTime application. An additional prerequisite is that the 'Database Name' and 'Username' fields are blank in the 'OnTime Admin Center's Database section'.

The 'custom upgrade' is with more details where the SQL Server is installed differently, or even external to the OnTime server.

Check your current OnTime version – and make a note of it:

In the OnTime client Web Desktop – Settings/About

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Version 6.3.8

Build: 20250929-1212

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Quick upgrade (Local SQL Server)

Prerequisite:

This process requires that the 'MS SQL Server' is installed locally, on the same server as the rest of OnTime and the database name and username fields are blank (integrated Security=true;)

Note: The upgrade process requires at least OnTime ver. 5.0 - if you have an older version of OnTime you must contact OnTime support:
<https://ontimesuite.com/en/ms/support/support>

- On the OnTime server, extract the **OnTimeMS-yy.zip** file to a temporary location, where **yy** represents the new version number.
- Move the extracted **OnTimeMS-yy** folder to the recommended path:
 C:\Program Files\IntraVision\

Upgrade Instructions

1. In **File Explorer**, navigate to the *current version* of OnTime:
2. C:\Program Files\IntraVision\OnTimeMS-xx (see example below)

PC > Windows (C:) > Program Files > IntraVision > OnTimeMS-xx >				
Name	Date modified	Type	Size	...
addin-classic-outlook-poll	19/12/2024 10.18	File folder		
addin-new-outlook-teams-rail	19/12/2024 10.18	File folder		
addin-teams-channel	19/12/2024 10.18	File folder		
admintoken	19/12/2024 10.18	File folder		
catering	19/12/2024 10.18	File folder		
cmd	19/12/2024 10.18	File folder		
jdk	19/12/2024 10.18	File folder		
ontime.ms.acs	19/12/2024 10.18	File folder		
ontime.ms.auth	19/12/2024 10.18	File folder		
otdbupdate	19/12/2024 10.18	File folder		
polarity	19/12/2024 10.19	File folder		
programdata	19/12/2024 10.19	File folder		
scripts	19/12/2024 10.19	File folder		
sqlserver	19/12/2024 10.19	File folder		
tomcat	19/12/2024 10.19	File folder		
visitor	19/12/2024 10.19	File folder		
command.cmd	19/12/2024 10.18	Windows Comma...		
install.cmd	19/12/2024 10.18	Windows Comma...		
Office365TomcatRestart.zip	19/12/2024 10.18	Compressed (zipp...		
start-catering.cmd	19/12/2024 10.19	Windows Comma...		
start-polarity.cmd	19/12/2024 10.19	Windows Comma...		
start-visitor.cmd	19/12/2024 10.19	Windows Comma...		
stop-catering.cmd	19/12/2024 10.19	Windows Comma...		
stop-polarity.cmd	19/12/2024 10.19	Windows Comma...		
stop-visitor.cmd	19/12/2024 10.19	Windows Comma...		
uninstall.cmd	19/12/2024 10.19	Windows Comma...		
upgrade.cmd	19/12/2024 10.19	Windows Comma...		

3. Run the command **uninstall.cmd** as an **administrator**.
 When prompted with the message “*Press any key to continue . . .*” several times—press any key each time to proceed.
4. After the uninstallation completes, navigate to the *new version* folder:
 C:\Program Files\IntraVision\OnTimeMS-yy (see example below)

PC > Local Disk (C:) > Program Files > IntraVision > OnTimeMS-yy >

Name	Date modified	Type
ontime.ms.auth	11-11-2025 12:57	File folder
otdbupdate	11-11-2025 12:57	File folder
otsubhub	11-11-2025 12:57	File folder
outlook-catering-add-in	11-11-2025 12:57	File folder
polarity	11-11-2025 12:57	File folder
programdata	11-11-2025 12:57	File folder
scripts	11-11-2025 12:57	File folder
sqlserver	11-11-2025 12:57	File folder
tomcat	11-11-2025 12:57	File folder
visitor	11-11-2025 12:58	File folder
command.cmd	30-09-2025 15:49	Windows Comma...
install.cmd	30-09-2025 15:49	Windows Comma...
Office365TomcatRestart.zip	24-10-2025 15:38	Compressed (zipp...
start-catering.cmd	30-09-2025 15:49	Windows Comma...
start-polarity.cmd	30-09-2025 15:49	Windows Comma...
start-visitor.cmd	30-09-2025 15:49	Windows Comma...
stop-catering.cmd	30-09-2025 15:49	Windows Comma...
stop-polarity.cmd	30-09-2025 15:49	Windows Comma...
stop-visitor.cmd	30-09-2025 15:49	Windows Comma...
uninstall.cmd	30-09-2025 15:49	Windows Comma...
upgrade.cmd	30-09-2025 15:49	Windows Comma...

6. Run the command **upgrade.cmd** as an administrator.

Running this upgrade command will do the following:

- Ask the question of where to back up your current OnTime database
- Create tables if necessary
- Transfer the data from your current version if necessary
- Enable Integrated Security for the database
- Install OnTime Auth Service and start it
- Make a backup of your current database, press 'y' to accept the backup path
- Install the Tomcat service, and start it
- Upgrade the database if necessary
- Create a database for Polarity if necessary
- Upgrade the Polarity database if necessary
- **Note:** Polarity has an optional licence.
- Create a database for Catering if necessary
- Upgrade the Catering database if necessary
- **Note:** Catering has an optional licence.
- Create a database for Visitor if necessary
- Upgrade the Visitor database if necessary
- **Note:** Visitor has an optional licence.

7. A log file 'upgrade-from-x.x.log' is created from the upgrade under "C:\Program Files\IntraVision\OnTimeMS-yy"

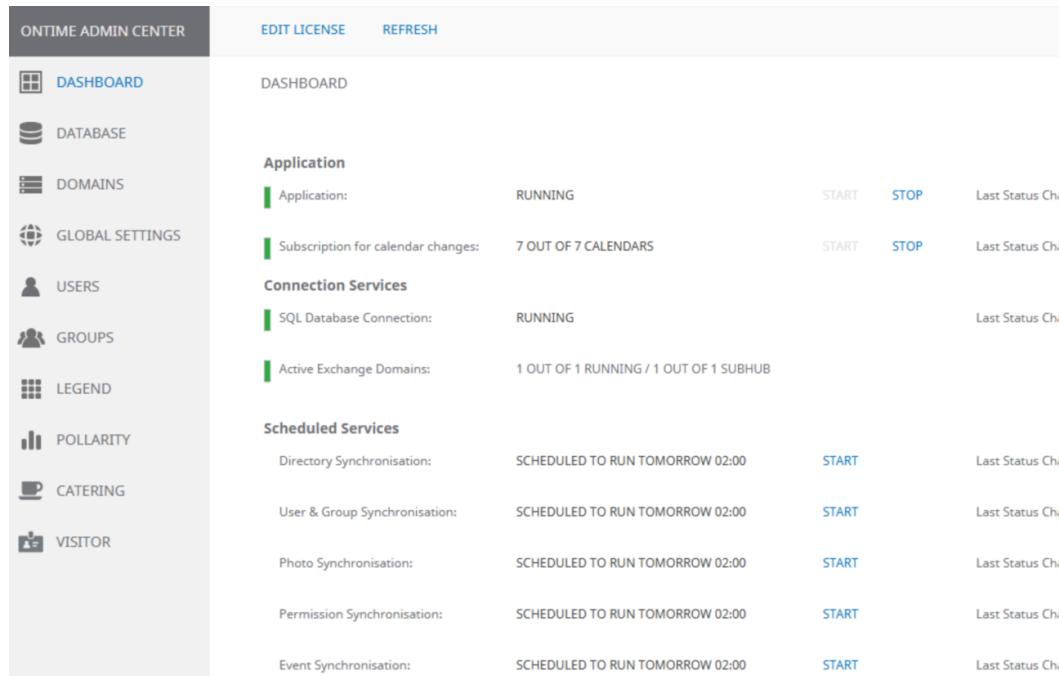
Verify OnTime After Upgrade (Local SQL Server)

In a browser open the ‘OnTime Admin Centre’.

<https://ontime.example.com:8443/ontimegcms/admin>

Note: Insert your relevant URL instead of ‘ontime.example.com’.

In “OnTime Admin Centre” click “Dashboard” to check the OnTime application is running (see example below) after the upgrade.



From **Dashboard** check the new version by clicking on settings icon  and **About**

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www.OnTimeSuite.com

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Build: 20250929-1212

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In case of issue: 'Database is not running'. Review **Database Setup**

You are now ready to test the Client Web Desktop and Client Web Mobile for OnTime. Proceed to the [Final test.](#)

Custom Upgrade (External SQL Server)

This procedure applies to installations where Microsoft SQL Server is hosted externally or configured differently from the prerequisites described in the *Quick Upgrade* section.

Note: Before proceeding, it is recommended to create a full backup of your OnTime database.

- On the OnTime server, extract the **OnTimeMS-yy.zip** file to a temporary location, where **yy** represents the new version number.
- Move the extracted **OnTimeMS-yy** folder to the recommended path:
C:\Program Files\IntraVision\

Upgrade Instructions

1. In **File Explorer**, navigate to the *current version* of OnTime:
2. C:\Program Files\IntraVision\OnTimeMS-xx (see example below)

PC > Windows (C:) > Program Files > IntraVision > OnTimeMS-xx >			
Name	Date modified	Type	Size
addin-classic-outlook-poll	19/12/2024 10.18	File folder	
addin-new-outlook-teams-rail	19/12/2024 10.18	File folder	
addin-teams-channel	19/12/2024 10.18	File folder	
admintoken	19/12/2024 10.18	File folder	
catering	19/12/2024 10.18	File folder	
cmd	19/12/2024 10.18	File folder	
jdk	19/12/2024 10.18	File folder	
ontime.ms.acs	19/12/2024 10.18	File folder	
ontime.ms.auth	19/12/2024 10.18	File folder	
otdbupdate	19/12/2024 10.18	File folder	
polarity	19/12/2024 10.19	File folder	
programdata	19/12/2024 10.19	File folder	
scripts	19/12/2024 10.19	File folder	
sqlserver	19/12/2024 10.19	File folder	
tomcat	19/12/2024 10.19	File folder	
visitor	19/12/2024 10.19	File folder	
command.cmd	19/12/2024 10.18	Windows Comma...	
install.cmd	19/12/2024 10.18	Windows Comma...	
Office365TomcatRestart.zip	19/12/2024 10.18	Compressed (zipp...	
start-catering.cmd	19/12/2024 10.19	Windows Comma...	
start-polarity.cmd	19/12/2024 10.19	Windows Comma...	
start-visitor.cmd	19/12/2024 10.19	Windows Comma...	
stop-catering.cmd	19/12/2024 10.19	Windows Comma...	
stop-polarity.cmd	19/12/2024 10.19	Windows Comma...	
stop-visitor.cmd	19/12/2024 10.19	Windows Comma...	
uninstall.cmd	19/12/2024 10.19	Windows Comma...	
upgrade.cmd	19/12/2024 10.19	Windows Comma...	

3. Run the command **uninstall.cmd** as an **administrator**.

When prompted with the message “*Press any key to continue . . .*” several times press any key each time to proceed.

4. After the uninstallation completes, navigate to the *new version* folder:
5. “C:\Program Files\IntraVision\OnTimeMS-yy\cmd”
6. Run the command **upgrade-without-database.cmd** as an **administrator**.
(see example below)

PC > Local Disk (C:) > Program Files > IntraVision > OnTimeMS-yy > cmd

Name	Date modified	Type	Size
apache-tomcat-otd-uninstall.cmd	30-09-2025 15:49	Windows Comma...	
call-flyway-migrate-scripts.cmd	30-09-2025 15:49	Windows Comma...	
call-tomcat-digest-with-env-var.cmd	30-09-2025 15:49	Windows Comma...	
change-tomcat-password.cmd	30-09-2025 15:49	Windows Comma...	
create-shared-properties.cmd	30-09-2025 15:49	Windows Comma...	
db-ontimems-create-default.cmd	30-09-2025 15:49	Windows Comma...	
install-ontime.cmd	30-09-2025 15:49	Windows Comma...	
install-ontime-services-only.cmd	30-09-2025 15:49	Windows Comma...	
install-programdata-files.cmd	30-09-2025 15:49	Windows Comma...	
install-without-database.cmd	30-09-2025 15:49	Windows Comma...	
ontime.ms.auth-install.cmd	30-09-2025 15:49	Windows Comma...	
ontime.ms.auth-uninstall.cmd	30-09-2025 15:49	Windows Comma...	
prompt-for-sql-backup-path.cmd	30-09-2025 15:49	Windows Comma...	
set-admin-group-as-dbo.cmd	30-09-2025 15:49	Windows Comma...	
set-correct-envvars.cmd	30-09-2025 15:49	Windows Comma...	
set-tomcat-memory-envvars.cmd	30-09-2025 15:49	Windows Comma...	
setup-default-tomcat-memory.cmd	30-09-2025 15:49	Windows Comma...	
shared-var.cmd	30-09-2025 15:49	Windows Comma...	
tomcat-users.template	30-09-2025 15:49	TEMPLATE File	
uninstall-ontime.cmd	30-09-2025 15:49	Windows Comma...	
upgrade-without-database.cmd	30-09-2025 15:49	Windows Comma...	

Running this upgrade command will do the following:

- Transfer the data from your current version to new version
- Install OnTime Auth Service and start it
- Install the Tomcat service, and start it

Upgrade OnTime database

Note: The upgrade process requires at least OnTime ver. 5.0 - if you have an older version of OnTime, you must contact OnTime support:
<https://ontimesuite.com/en/ms/support/support>

1. Create a backup of your OnTime database
2. Use the Otdbupdate tool to upgrade the database.
3. Ensure that you have a directory C:\SqlServerBackups for running the 'Otdbupdate' database tool.

From the folder C:\Program Files\IntraVision\OnTimeMS-yy. open a command window as Administrator.

Note: your new version of OnTime location

Otdbupdate.cmd requires an environment variable for JAVA_HOME in your OnTime installation files.

Set the environment variable for JAVA_HOME by running the command:
set JAVA_HOME=C:\Program Files\IntraVision\OnTimeMS-yy\jdk

Set the environment variable for Path by running the command:
set PATH=%JAVA_HOME%\bin;%PATH%

Navigate to C:\Program Files\IntraVision\OnTimeMS-yy

Note: OnTime includes an embedded JDK; do not install or configure system-wide Java unless explicitly required."

This avoids confusion for admins with other Java-dependent services.

Run this command, if you are using integratedSecurity:

```
otdbupdate\otdbupdate.cmd -skipDefaultCallbacks=true  
-url=jdbc:sqlserver://localhost:1433;databaseName=ontimems;  
encrypt=true;trustServerCertificate=true;integratedSecurity=true migrate
```

(Run as a single line command.)

Run this command, if you are using a specific database user:

```
otdbupdate\otdbupdate.cmd -skipDefaultCallbacks=true  
-url=jdbc:sqlserver://localhost:1433;databaseName=ontimems;  
encrypt=true;trustServerCertificate=true;  
-user=OnTimeApp -password=xxxx migrate
```

(Run as a single line command.)

Polarity

Update the Polarity database using 'otdbupdate.cmd'

From the folder C:\Program Files\IntraVision\OnTimeMS-yy. open a command prompt as administrator.

Otdbupdate.cmd requires an environment variable for JAVA_HOME in your OnTime installation files.

Set the environment variable for JAVA_HOME by running the command:
set JAVA_HOME=C:\Program Files\IntraVision\OnTimeMS-yy\jdk

Navigate to C:\Program Files\IntraVision\OnTimeMS-yy\polarity\otdbupdate

Depending of your setup, use 'integratedSecurity' or 'SQL server authentication':

Run this command if you prefer 'integratedSecurity' in your SQL server:

```
otdbupdate.cmd -skipDefaultCallbacks=true  
-url=jdbc:sqlserver://localhost:1433;databaseName=polarity;  
encrypt=true;trustServerCertificate=true;  
integratedSecurity=true migrate
```

(Run as a single line command.)

This command, if you prefer 'SQL Server authentication':

```
otdbupdate.cmd -skipDefaultCallbacks=true  
-url=jdbc:sqlserver://localhost:1433;databaseName=polarity;  
encrypt=true;trustServerCertificate=true;  
-user=OnTimeApp -password=xxxx migrate
```

(Run as a single line command.)

Catering

Update the Catering database using 'otdbupdate.cmd'

From the folder C:\Program Files\IntraVision\OnTimeMS-yy. open a command window as Administrator.

Otdbupdate.cmd requires an environment variable for JAVA_HOME in your OnTime installation files.

Set the environment variable for JAVA_HOME by running the command:

```
set JAVA_HOME=C:\Program Files\IntraVision\OnTimeMS-yy\jdk
```

Set the environment variable for Path by running the command:

```
set PATH=%JAVA_HOME%\bin;%PATH%
```

Navigate to C:\Program Files\IntraVision\OnTimeMS-yy\catering\otdbupdate

Depending of your setup, use 'integratedSecurity' or 'SQL server authentication':

- **Run this command, if you prefer 'integratedSecurity' in your SQL server:**

```
otdbupdate.cmd -skipDefaultCallbacks=true  
-url=jdbc:sqlserver://localhost:1433;databaseName=catering;  
encrypt=true;trustServerCertificate=true;  
integratedSecurity=true migrate
```

(Run as a single line command.)

This command, if you prefer 'SQL Server authentication':

```
otdbupdate.cmd -skipDefaultCallbacks=true  
-url=jdbc:sqlserver://localhost:1433;databaseName=catering;  
encrypt=true;trustServerCertificate=true;  
-user=OnTimeApp -password=xxxx migrate
```

(Run as a single line command.)

Visitor

Update the Visitor database using 'otdbupdate.cmd'

From the folder C:\Program Files\IntraVision\OnTimeMS-yy. open a command window as Administrator.

Otdbupdate.cmd requires an environment variable for JAVA_HOME in your OnTime installation files.

Set the environment variable for JAVA_HOME by running the command:
set JAVA_HOME=C:\Program Files\IntraVision\OnTimeMS-yy\jdk

Set the environment variable for Path by running the command:
set PATH=%JAVA_HOME%\bin;%PATH%

Navigate to C:\Program Files\IntraVision\OnTimeMS-yy\visitor\otdbupdate

Depending of your setup, use 'integratedSecurity' or 'SQL server authentication':

Run this command, if you prefer 'integratedSecurity' in your SQL server:

```
otdbupdate.cmd -skipDefaultCallbacks=true  
-url=jdbc:sqlserver://localhost:1433;databaseName=visitor;  
encrypt=true;trustServerCertificate=true;  
integratedSecurity=true migrate
```

(Run as a single line command.)

This command, if you prefer 'SQL Server authentication':

```
otdbupdate.cmd -skipDefaultCallbacks=true  
-url=jdbc:sqlserver://localhost:1433;databaseName=visitor;  
encrypt=true;trustServerCertificate=true;  
-user=OnTimeApp -password=xxxx migrate
```

(Run as a single line command.)

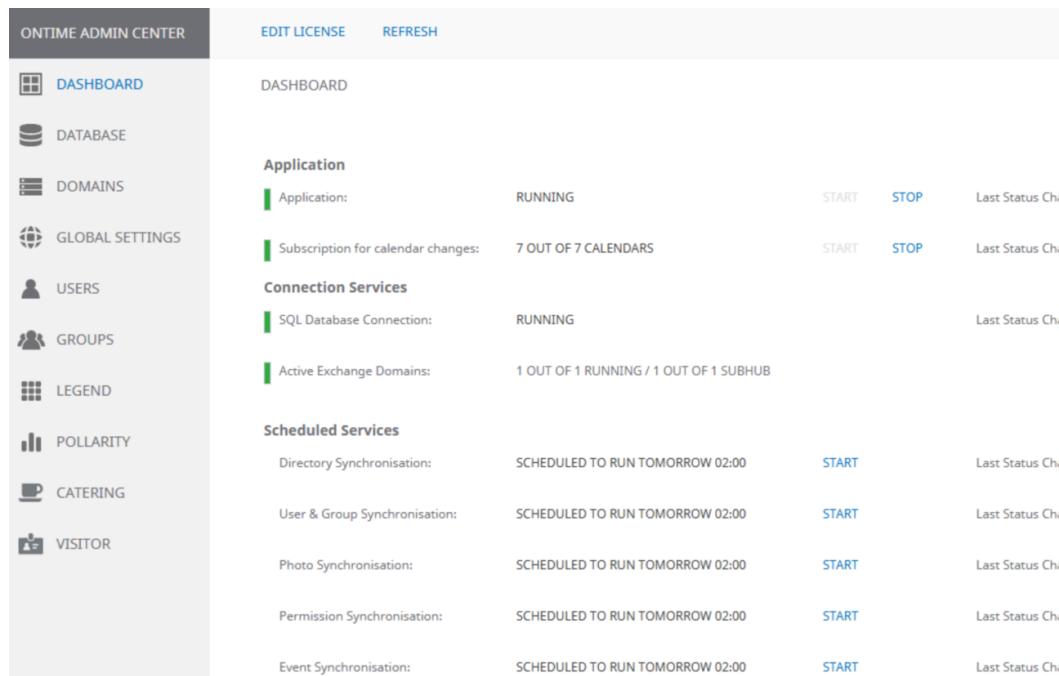
Verify OnTime After Upgrade (External SQL Server)

In a browser open the ‘OnTime Admin Centre’.

<https://ontime.example.com:8443/ontimegcms/admin>

Note: Insert your relevant URL instead of ‘ontime.example.com’.

In “OnTime Admin Centre” click “Dashboard” to check the OnTime application is running (see example below) after the upgrade.



The screenshot shows the OnTime Admin Center dashboard. On the left is a sidebar with icons for DASHBOARD, DATABASE, DOMAINS, GLOBAL SETTINGS, USERS, GROUPS, LEGEND, POLARITY, CATERING, and VISITOR. The DASHBOARD tab is selected. At the top of the main area are buttons for EDIT LICENSE and REFRESH. Below these are sections for Application, Connection Services, and Scheduled Services, each with a list of items and their status (RUNNING or SCHEDULED TO RUN TOMORROW 02:00), START and STOP buttons, and a Last Status Change link.

Application	Status	Start	Stop	Last Status Change
Application:	RUNNING	START	STOP	Last Status Change
Subscription for calendar changes:	7 OUT OF 7 CALENDARS	START	STOP	Last Status Change

Connection Services	Status	Last Status Change
SQL Database Connection:	RUNNING	Last Status Change
Active Exchange Domains:	1 OUT OF 1 RUNNING / 1 OUT OF 1 SUBHUB	Last Status Change

Scheduled Services	Status	Start	Last Status Change
Directory Synchronisation:	SCHEDULED TO RUN TOMORROW 02:00	START	Last Status Change
User & Group Synchronisation:	SCHEDULED TO RUN TOMORROW 02:00	START	Last Status Change
Photo Synchronisation:	SCHEDULED TO RUN TOMORROW 02:00	START	Last Status Change
Permission Synchronisation:	SCHEDULED TO RUN TOMORROW 02:00	START	Last Status Change
Event Synchronisation:	SCHEDULED TO RUN TOMORROW 02:00	START	Last Status Change

From **Dashboard** check the new version by clicking on settings icon  and **About**

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X



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In case of issue: 'Database is not running'. Review **Database Setup**

You are now ready to test the Client Web Desktop and Client Web Mobile for OnTime. Proceed to the [Final test.](#)

OnTime Admin Centre

Clear your browsers cache, and open the administration URL:

<https://ontime.example.com:8443/ontimegcms/admin>

Note: Insert your relevant URL instead of 'ontime.example.com'.

Administrator: admin (beware of casing, no capitals)

Password ***** (The password set during the OnTime installation process)

Reset of password, if it is lost:

In the folder C:\Program Files\IntraVision\OnTimeMS-yy\cmd

- you will find the command 'change-tomcat-password.cmd'.

Run it as an administrator to reset the admin password.

Database Setup

Click 'Database'.

If '**Local SQL Server**', enter 'localhost' in the 'Server' field.

Tick 'Integrated Security'.

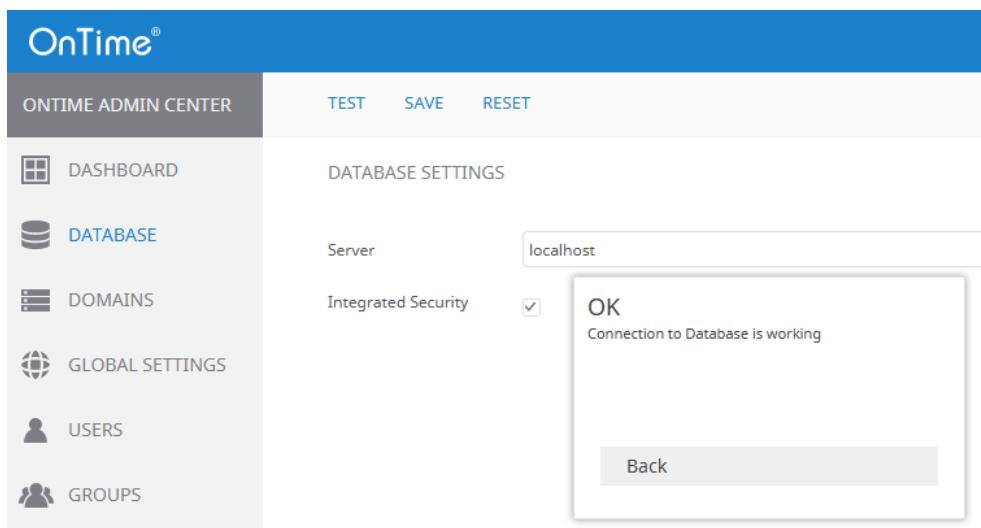
If '**External SQL Server**', enter the hostname of the external SQL server in the 'Server' field.

Tick 'Integrated Security'.

Click "Test" in the upper right corner to test the database connection.

Upon the response "OK Connection to database is working" click "Back".

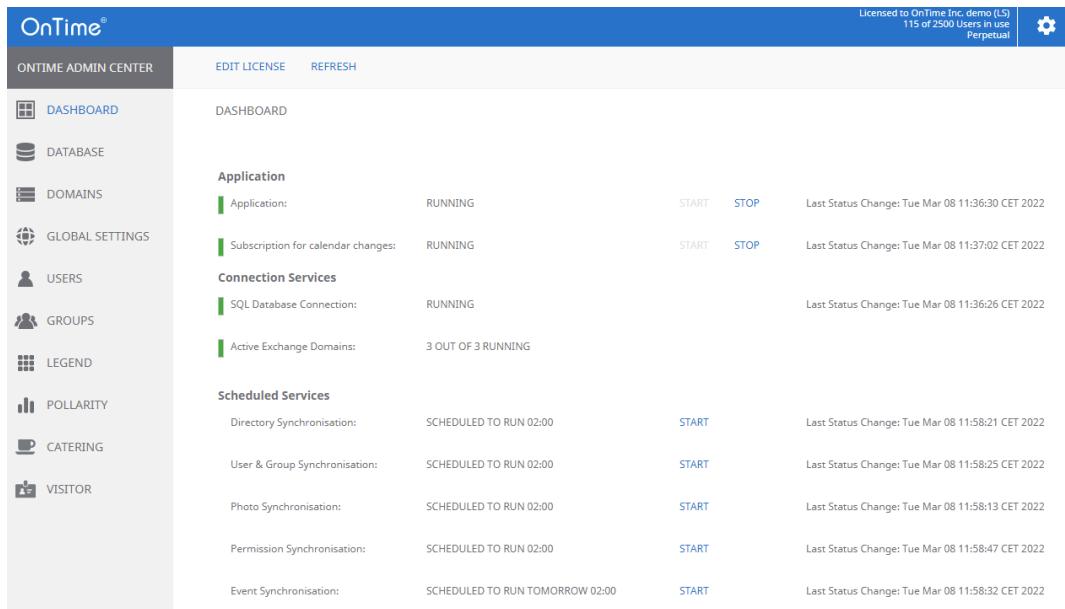
Click Save.



The screenshot shows the 'ONTIME ADMIN CENTER' interface. On the left, a sidebar lists 'DASHBOARD', 'DATABASE' (which is selected and highlighted in blue), 'DOMAINS', 'GLOBAL SETTINGS', 'USERS', and 'GROUPS'. The main content area is titled 'DATABASE SETTINGS'. It contains fields for 'Server' (set to 'localhost') and 'Integrated Security' (checked). A modal dialog box is displayed, showing the message 'OK' and 'Connection to Database is working'. At the bottom of the modal is a 'Back' button.

In “OnTime Admin Centre”, click “Dashboard”.

Note: When you see the Connection/Database Service “Running” (green), press **F5** to refresh the whole web page from the new database.



Application	
Application:	RUNNING
Subscription for calendar changes:	RUNNING

Connection Services	
SQL Database Connection:	RUNNING

Scheduled Services	
Directory Synchronisation:	SCHEDULED TO RUN 02:00
User & Group Synchronisation:	SCHEDULED TO RUN 02:00
Photo Synchronisation:	SCHEDULED TO RUN 02:00
Permission Synchronisation:	SCHEDULED TO RUN 02:00
Event Synchronisation:	SCHEDULED TO RUN TOMORROW 02:00

SSL certificates for the OnTime Tomcat Server

To support secure communication, **https** with the OnTime clients, three certificate files are needed for the Tomcat server.

1. ontime-rsa-key.pem
2. ontime-rsa-cert.pem
3. ontime-rsa-chain.pem

The three files mentioned are in '.pem' format (base64 encoded). The first file contains the server's private key. The second file contains the servers ssl-certificate. The third file contains the signing chain certificates from the 'Root CA' and the 'Intermediate CA'

In the OnTime installation the three files are mentioned in the server.xml file, placed in: C:\Program Files\IntraVision\Ontime.x.x\tomcat\conf\

Depending on the system where you obtained the SSLcertificate you might get the SSL certificate as a .pfx or .p12 (pkcs12 format) file for the OnTime server.

Generate the OnTime .pem files from the certificate file:

Install the OpenSSL 'command line' tool

- may be downloaded from <https://wiki.openssl.org/index.php/Binaries>

In a command prompt ensure that OpenSSL is working with your certificate file:

C:\test>

```
openssl pkcs12 certs.pfx
```

- Enter passwords and you should see a list of certificates on the screen.

Retrieve the private key to a file:

```
openssl pkcs12 -in certs.pfx -out private.pem -nocerts -noenc
```

Enter Import Password: ***** (Enter)

A private password protected .pem file is generated with the private key.

1. Remove the password from the private.pem file and generate the first file for OnTime:

```
openssl rsa -in private.pem -out ontime-rsa-key.pem
```

The OnTime-rsa-key.pem file contains the private key without a password.

Example:

```
-----BEGIN RSA PRIVATE KEY-----  
MIIEowIBAAKCAQEAI451sXhcXMmBUF96S5kS9ZHHlMECAzkOJtTK14o3FnbMWMz  
R1unTVL0VibOxdBraVfyEY2DbiBnwamHtBx6PEXVm48AtohoMUWRajW6xQXZ/xa  
7oGd6zwnkau9ns04AFXPKfLf2YfD/MbevtU6xhbXKWsjq6kAeQSMF6BbrumJ5uTx  
6XTZSnS+z2NL+FmFuwdjnjA1JRbTFgYSII1O94K2p1eY3XAz5HUbxBK9QsvPmfi9I  
D/NRmM4sdFYVUxqJxgUju6vY9XRqGids3KcpnQ4R++AJwn5ycckIyQAp32ern5vn  
HDVuqvYnxev0n4hEe9o2267RhS4NKKQHjsd8/wIDAQABAOIBAH2650Xwj0OmvHXH
```

2. Retrieve the server's certificate, generate the second file for OnTime:

```
openssl pkcs12 -in certs.pfx -out ontime-rsa-cert.pem -clcerts -nokeys
```

Option:

Depending on the certificate supplier you may get this file as 'ssl_certificate.crt'. Rename it to 'ontime-rsa-cert.pem'

Example:

```
-----BEGIN CERTIFICATE-----  
MIIGLzCCBRegAwIBAgIQCEyplwG8D7vWyBkyjLso6DANBgkqhkiG9w0BAQsFADBe  
MQswCQYDVQQGEwJVUzEVMBMGAlUEChMMRGlnaUN1cnQgSW5jMRkwFwYDVQQLExB3  
d3cuZG1naWN1cnQuY29tMR0wGwYDVQQDExRSYXBpZFNTTCBSU0EgQ0EgMjAxODAe  
Fw0xOTA0MDAwMDAwFw0yMTAzMzExMjAwMDAwMBgxFjAUBgNVBAMMDSoub250  
aW1lMDEuZGswggEiMA0GCSqGSIb3DQEBAQUAA4IBDwAwggEKAoIBAQCLjnWxeFzE
```

3. Extract the certificate chain, generate the third file for OnTime:

```
openssl pkcs12 -in certs.pfx -out ontime-rsa-chain.pem -nokeys
```

An ontime-rsa-chain.pem file is generated with the certificate chain, Root CA and Intermediate CA, base64 encoded.

Option:

If you copy this file into a .crt extension - you may double-click/Open the file to check your 'Certification Path'.

4. The three OnTime .pem files are placed in the folder as referenced in the server.xml file:

C:\ProgramData\IntraVision\OnTimeGCMS\keys\

5. After the update of the key files, restart the Apache Tomcat service

SSL certificates for the OnTime Auth Service

If SSL (https) communication is required for the OnTimeMS Auth service, you must install a certificate at the Windows server.

Acquire an SSL certificate pfx or p12 (pkcs12 format) file for the OnTime server.

1. Open a command prompt in administrator mode:

Run >certlm

- to open the Microsoft Certificates application for 'Local Computer'.

Right-click 'Personal', choose 'All Tasks\Import'.

Click 'Next'.

Browse for your SSL certificate file, searching in – Personal Information Exchange (*.pfx, *.p12) files – click 'Open' – click 'Next'.

Enter the password for your SSL certificate file, click 'Next' and click 'Finish'.

When the message 'The import was successful' appears, click **OK**.

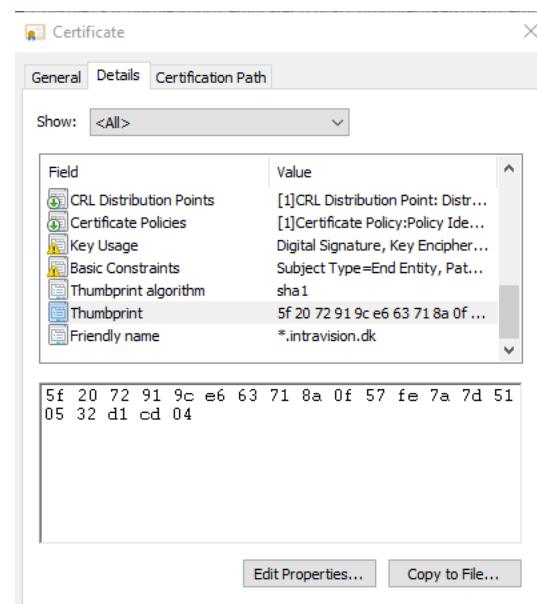
Check the imported certificates – click 'Personal/Certificates' in the Certificates application.

2. Acquire the thumbprint of the certificate.

Expand 'Certificates' – 'Personal' – 'Certificates'.

Open the certificate for your server.

Choose details – and thumbprint.



Copy the thumbprint characters into a text editor e.g., Notepad.

Remove the spaces in between the characters.

Copy the characters to the clipboard for use as 'certhash' in the next section.

3. Open a command prompt in administrator mode:

Run 'netsh' with parameters, substitute the value of 'certhash' with your own value. The 'appid' is just a dummy value (needed).

Note: Run the following three lines as one line in the command prompt:

```
netsh http add sslcert ipport=0.0.0.0:443  
certhash=5f2072919ce663718a0f57fe7a7d510532d1cd04  
appid={00112233-4455-6677-8899-AABBCCDDEEFF}
```

and also these three lines as one line in the command prompt::

```
netsh http add sslcert ipport=0.0.0.0:9443  
certhash=5f2072919ce663718a0f57fe7a7d510532d1cd04  
appid={00112233-4455-6677-8899-AABBCCDDEEFF}
```

The response text should show:

```
SSL Certificate successfully added
```

At this stage, you have enabled the SSL communication for all Windows web services that need it.

In case you want to change the certificate, run:

```
netsh http delete sslcert ipport=0.0.0.0:443
```

and

```
netsh http delete sslcert ipport=0.0.0.0:9443
```

- and rerun the 'netsh http add' command above with new parameters.

In case you want to show the certificate(s), run:

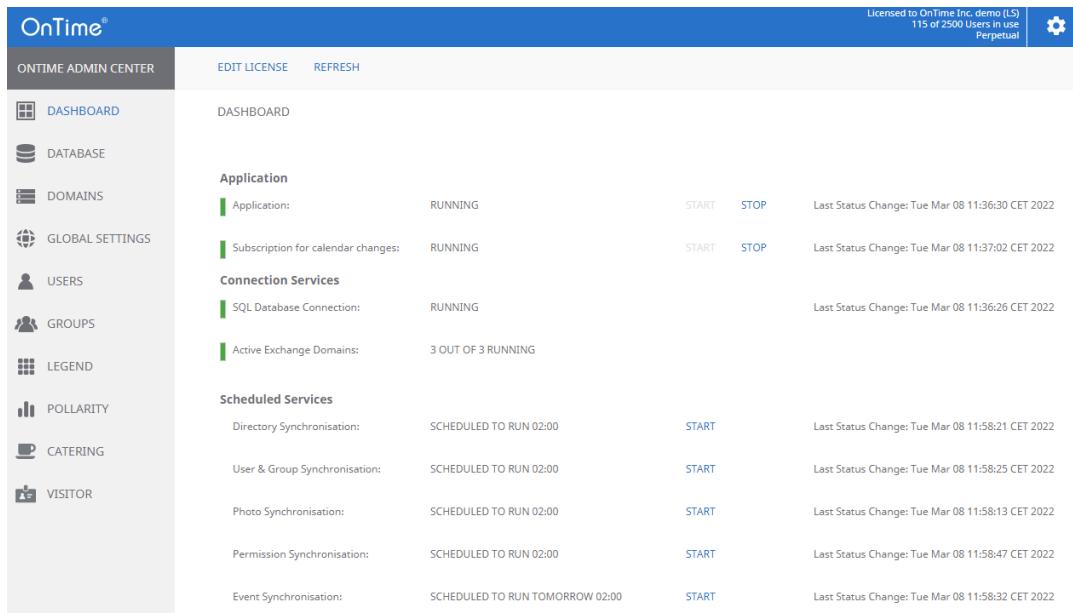
```
netsh http show sslcert ipport=0.0.0.0:443
```

and

```
netsh http show sslcert ipport=0.0.0.0:9443
```

Pick up the new version of OnTime

In “OnTime Admin Centre” click “Dashboard”.



Service	Status	Action	Last Status Change
Application	RUNNING	START STOP	Tue Mar 08 11:36:30 CET 2022
Subscription for calendar changes	RUNNING	START STOP	Tue Mar 08 11:37:02 CET 2022
SQL Database Connection	RUNNING		Last Status Change: Tue Mar 08 11:36:26 CET 2022
Active Exchange Domains	3 OUT OF 3 RUNNING		
Directory Synchronisation	SCHEDULED TO RUN 02:00	START	Last Status Change: Tue Mar 08 11:58:21 CET 2022
User & Group Synchronisation	SCHEDULED TO RUN 02:00	START	Last Status Change: Tue Mar 08 11:58:25 CET 2022
Photo Synchronisation	SCHEDULED TO RUN 02:00	START	Last Status Change: Tue Mar 08 11:58:13 CET 2022
Permission Synchronisation	SCHEDULED TO RUN 02:00	START	Last Status Change: Tue Mar 08 11:58:47 CET 2022
Event Synchronisation	SCHEDULED TO RUN TOMORROW 02:00	START	Last Status Change: Tue Mar 08 11:58:32 CET 2022

Click 'Stop' and then 'Start' at 'Application Status'.

Click 'Global Settings>Backend' and click 'Save'

Click 'Global Settings>Frontend' and click 'Save'

Click 'Global Settings>Default Settings' and click 'Save'

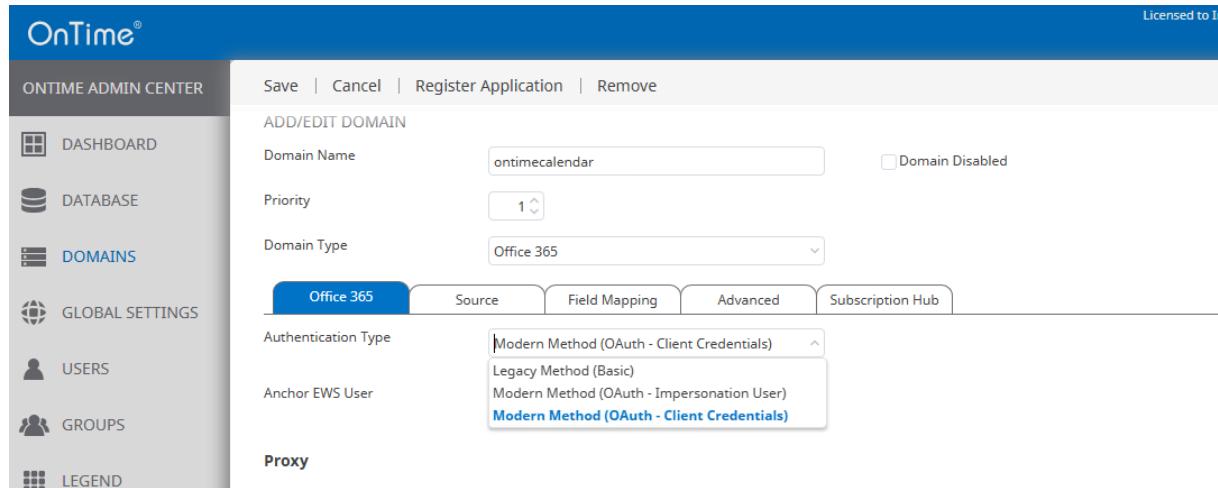
- if you have more versions of 'Users Default Settings' open each one of them and click 'Save'.

Click **Start** at **Directory Sync**; this will, in turn, start **User & Group sync**.

Click **Start** at **Photo Sync**, **Permission Sync** and **Event Sync**.

Domain considerations

From OnTime ver. 6.3, the Domain section has changed.



ONTIME ADMIN CENTER

Save | Cancel | Register Application | Remove

ADD/EDIT DOMAIN

Domain Name: ontimecalendar Domain Disabled

Priority: 1

Domain Type: Office 365

Office 365 Source Field Mapping Advanced Subscription Hub

Authentication Type: Modern Method (OAuth - Client Credentials)

Anchor EWS User: Modern Method (OAuth - Client Credentials)

Proxy

Microsoft 365 configuration, Authentication

We suggest that you change your way of authentication to 'OAuth' – since 'Basic Authentication' is deprecated by Microsoft.

We now have two choices of OAuth authentication.

- Modern Method (OAuth – Impersonation User)
- Modern Method (OAuth – Client Credentials)

OnTime 'Impersonation User' does not support multifactor authentication – as an alternative choose 'Client Credentials' for authentication.

For details see the 'OnTime Installation & Configuration' guide.

In case of missing permissions in the configuration, will be listed. If some permissions are missing you should check your configuration in 'Microsoft Entra ID'.

Note: Additional information is available in the *OnTime for MS – Installation & Configuration Guide*.

Roll back

In case you want to roll back your OnTime to a previous version, it is possible through a restore of the old database(s) and a reinstallation of OnTime from your old version directory.

Step 1:

Run, as administrator, 'uninstall.cmd' from the new OnTime version directory

Step 2:

When you installed the new version of OnTime, backup database files were made. The files by default are placed in C:\SqlServerBackups. The main OnTime database has a filename, OnTime(Year-Month-Date-Time).Bak.

OnTime add-on products are shown as databases for Polarity, Catering, Visitor.

The restore of the old database(s) may be made with 'SQL Server Management Studio (SSMS)'.

Step 3:

In your old OnTime version directory, change to the directory:

C:\Program Files\IntraVision\OnTimeMS-x.x\cmd:

Run, as administrator, 'install-ontime-services-only.cmd'

Step 4.

For the OnTime add-on products you must run the appropriate 'start'-commands.

In your old OnTime version directory, change to the directory:

C:\Program Files\IntraVision\OnTimeMS-x.x

Run, as administrator, 'start-catering.cmd'

Run, as administrator, 'start-polarity.cmd'

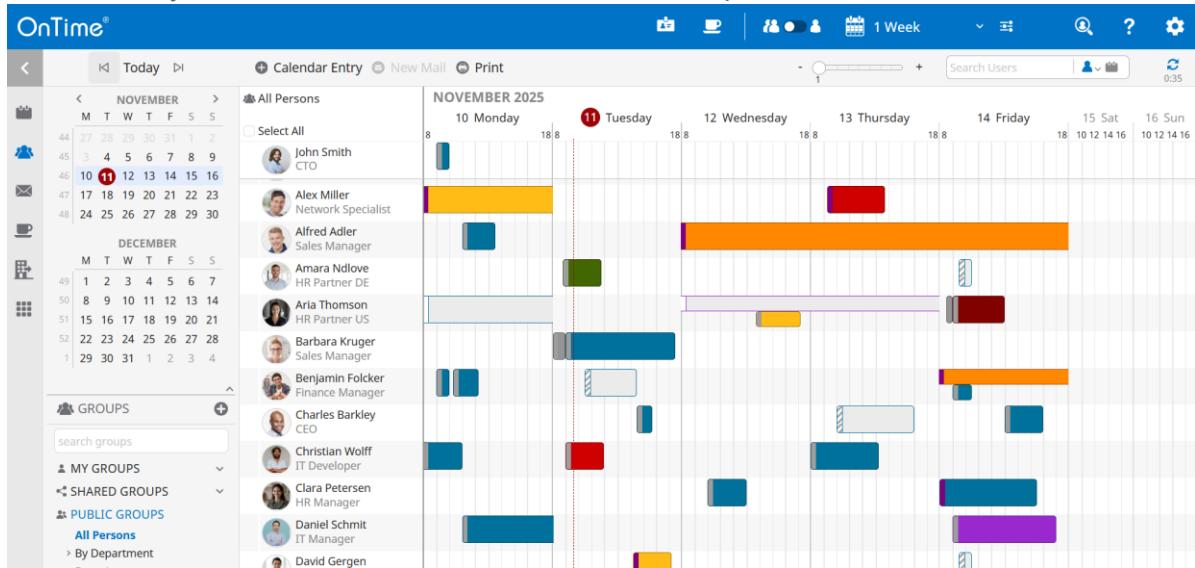
Run, as administrator, 'start-visitor.cmd'

Final test

OnTime Client Web Desktop

<https://ontime.example.com/ontimegcms/desktop>

Note: Insert your relevant URL instead of 'ontime.example.com'.



OnTime Client Web Mobile

<https://ontime.example.com/ontimegcms/mobile>

Note: Insert your relevant URL instead of 'ontime.example.com'.

